



United States Department of State

FLO Advocacy, Programs, and Services



FLO

Building Resiliency and Supporting Diplomatic Families

Advocacy, Programs, Services

The Family Liaison Office (FLO) serves U.S. government direct-hire employees and their family members, including Members of Household,* serving overseas and upon reentry to the United States. FLO's mission is to improve their quality of life through advocacy, programs and services online, in Washington, and at over 200 posts worldwide.

FLO's major program and service areas include:

- Community Liaison Office (CLO) Program
- Family Member Employment
- Expeditious Naturalization
- Crisis Management and Support
- Unaccompanied Tours
- Education and Youth

Find Out More

Information on FLO advocacy, programs and services is available online as well as in FLO newsletters, publications and through outreach activities. Convenient and immediate access to FLO resources in all our program areas is available on the Internet at www.state.gov/m/dghr/flo and on the Human Resources SharePoint site. Log on to download FLO newsletters, learn more about Department allowances, or receive guidance in one of our program and service areas. Email us your questions at FLO@state.gov, or call (202) 647-1076.

* Members of Household (MOHs) include individuals not on official travel orders, such as partners, parents, or adult children.

Community Liaison Office (CLO) Program



For over 30 years the Community Liaison Office (CLO) program has provided support to U.S. government employees and family members who are assigned

to U.S. embassies and consulates. FLO extends its services to overseas communities through the management of the CLO program at over 200 missions worldwide, including several unaccompanied posts such as Baghdad, Kabul, and Islamabad. The CLO Coordinator position, also known as CLO, is occupied by a U.S. citizen Appointment-Eligible Family Member (AEFM) of a direct-hire employee assigned to post. The CLO holds a sensitive Family Member Appointment (FMA) position and requires a Top Secret security clearance.

The CLO is among the first points of contact for newly assigned or arriving employees and family members, and provides pre-arrival information, orientation, and assistance with settling in at post.

CLOs identify the needs of their community and respond with effective programming, information, resources, and referrals. They serve as advocates for employees and family members, advise post management on quality-of-life issues, and recommend solutions and family-friendly post policies.

CLO duties are defined in the following eight areas of responsibility:

- Community Liaison
- Crisis Management and Support Services
- Education Liaison
- Employment Liaison
- Events Planning
- Guidance and Referral
- Information and Resource Management
- Welcoming and Orientation

The CLO program is charged with building community spirit and enhancing morale at post. CLOs do not have official funding for morale/recreational events or programs and rely on self-supporting events or fundraising activities. CLOs depend on the volunteer efforts of employees and family members to share their time and their talents to address community needs.

FLO provides training, resources, guidance, and support to the worldwide CLO program and CLO Coordinators to improve the quality of life for employees and family members overseas.

Family Member Employment

FLO provides programs and services to support family member employment by advocating for the establishment of positions at overseas missions, assisting family members with their search for employment outside the mission, and providing career guidance and employment resources for those returning to the U.S.



- FLO maintains the *Family Member Employment Reports (FAMER)*, a snapshot of employment inside and outside U.S. missions overseas.
- We collaborate with other Department programs that provide professional employment opportunities to family members, such as the *Professional Associates Program* and the *Expanded Professional Associates Program*.
- Through its *Global Employment Initiative (GEI) Program*, FLO assists family members with their search for employment outside the mission. Our *Global Employment Advisors (GEAs)* provide career guidance and assistance for local employment at specific posts and regional support to family members in more than 60 countries.
- FLO also provides individual and group career advising to those going overseas or returning to Washington.
- FLO's online bulletin, *THE NETWORK*, includes employment resources and job vacancy listings for the Washington area and refers family members to the Department's Career Development Resource Center.

- FLO administers the *Professional Development Fellowship* (PDF) Program to provide grants that support professional development activities for family members who cannot work or cannot work in their career field.
- Through a partnership with *Manpower Inc.*, family members receive free distance learning and employment placement opportunities.

For more information, visit FLO's website, www.state.gov/m/dghr/flo, and click on Family Member Employment.

Expeditious Naturalization Services

FLO assists foreign-born spouses of direct-hire Department of State Foreign Service employees with the expeditious naturalization process.*

FLO provides instructions and source materials to prepare the naturalization packet, acts as a liaison with U.S. Citizen and Immigration Services (USCIS) during the adjudication process, and assists applicants to prepare for the naturalization interview and exams. FLO also provides applicants with information on the regulations that govern expeditious naturalization and informs newly naturalized spouses of the procedures to obtain a diplomatic passport.



For more information, visit FLO's website, www.state.gov/m/dghr/flo, and click on Naturalization.

*Expeditious Naturalization is a benefit overseen by the USCIS. The adjudication of applications and the receipt of benefits rest solely with the USCIS.

Crisis Management and Support Services

FLO's Crisis Management and Support Services team provides confidential assistance regarding:

- Post evacuations
- Personal preparedness
- Divorce
- Family members and members of household

Additionally, we provide guidance to employees regarding eldercare, placing newly acquired family members on travel orders, support for foreign-born spouses, and guidance for members of household not on orders.



During evacuations, FLO is the Department's main point of contact for evacuees, providing guidance on allowances, regulations, housing, education, and employment, as well as emotional support. FLO's Crisis Management and Support team coordinates with post management, regional bureaus, and other offices to support the evacuated community directly, or through FLO's Community Liaison Office (CLO) program at post.

For more information, visit FLO's website, www.state.gov/m/dghr/flo, and click on Crisis Management and Support.

Unaccompanied Tours (UT)

FLO's Unaccompanied Tours (UT) team provides confidential outreach, emotional support, and administrative guidance to employees, their family, and friends before, during, and after an unaccompanied assignment.



- Support before the tour includes orientation to: manage expectations, identify resources/referral services, and clarify options. *Managing Your Unaccompanied Tour* is a helpful guide that outlines programs and services available to those impacted by a UT.
- During the tour, the FLO UT team facilitates interaction through outreach e-mails, the Foggy Bottom Rambles blog, a book club, tips from the field, and other information.
- After the tour, employees may request children's medals and certificates of recognition. FLO also offers programs and information to assist employees, family, and friends with the adjustment process following an unaccompanied tour.

For additional information, visit FLO's website, www.state.gov/m/dghr/flo, and click on Unaccompanied Tours.

Education and Youth

Families who raise children in the Foreign Service lifestyle face unique challenges—frequent moves, changing cultures, transitions from one school to another, and a scarcity of educational facilities and services for special needs children. FLO provides support and resources related to the educational and emotional development of internationally mobile children to enable parents to make educated decisions about their welfare. FLO's Education and Youth staff provide guidance in a number of areas including:

- College admissions
- Education options at posts overseas
- Financial Aid
- Online education (K-adult)
- Special needs
- Standardized educational testing
- Summer programs
- U.S. and international boarding schools
- Washington area public and private schools



FLO collaborates with the Office of Overseas Schools (A/OS), Employee Consultation Service (ECS), and the Foreign Service Youth Foundation (FSYF) to assure that families have the information necessary to make the best choices.

For more information, visit FLO's website, www.state.gov/m/dghr/flo, and click on Education and Youth.

CONTACT US

FLO services are accessible from anywhere in the world. Email your general questions and feedback to **FLO@state.gov**. Find out more:

- On the Internet at **www.state.gov/m/dghr/flo**
- By calling (202) 647-1076 or (800) 440-0397
- In the Harry S Truman Building (Main State), Room 1239
- At your overseas post Community Liaison Office (CLO)

For specific questions related to one of our program or service areas, email a FLO representative at one of the addresses below:

Community Liaison Office (CLO) Program: **FLOAskCLO@state.gov**

Education and Youth: **FLOAskEducation@state.gov**

Evacuation Support: **FLOAskEvacuations@state.gov**

Expeditious Naturalization: **FLOAskNaturalization@state.gov**

Family Member Employment: **FLOAskEmployment@state.gov**

Family Member Training: **FLOAskTraining@state.gov**

Support Services: **FLOAskSupportServices@state.gov**

Publications: **FLOPublications@state.gov**

Unaccompanied Tours: **FLOAskUT@state.gov**



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